Building Your FRG— Making Contact





Objectives

Participants will learn:

- the importance of welcoming new soldiers and families
- how to maintain rosters
- how to set up and run a phonetree
- how to handle and track phone calls
- what to do in the event of a crisis



Welcoming New Arrivals

- Update information regularly
- Welcome new arrivals to the unit
- Inform about FRG events and activities
- Visit when convenient
- Introduce newcomers at FRG meeting



FRG Membership Roster

- Compiled from questionnaires
- Voluntary participation
- Must contain Privacy Act Statement





FRG Phonetree

- Important volunteer position
- POCs should be trained
- Each is responsible for 7-10 families
- Provide accurate information
- Track calls



Benefits of the Phonetree

- Security
- Reassurance
- Timely information
- Effective assistance
- Peace of mind
- Improved quality of life



Types of Phone Calls

- Information
- Problems
- Social
- Gossip and rumor
- Chronic
- Crisis



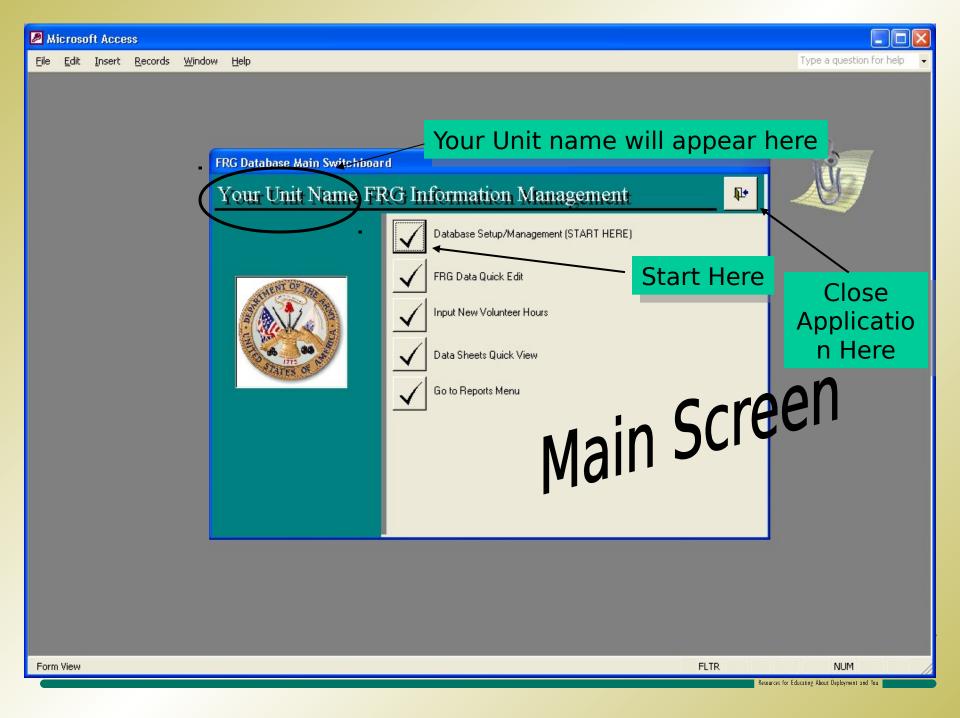


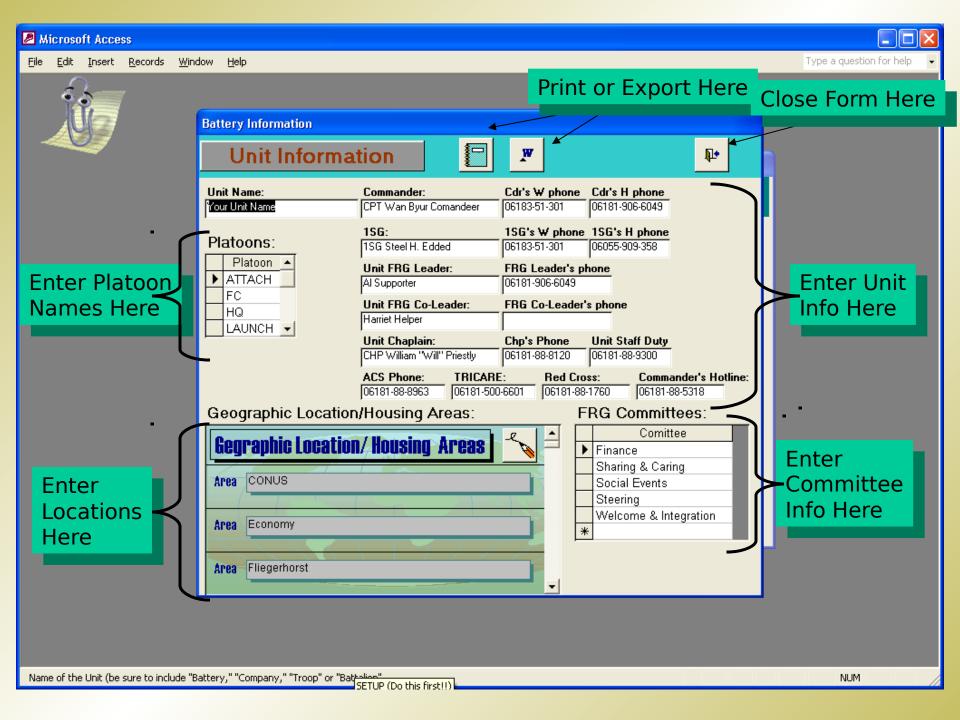
Basic Rules for Crisis Intervention

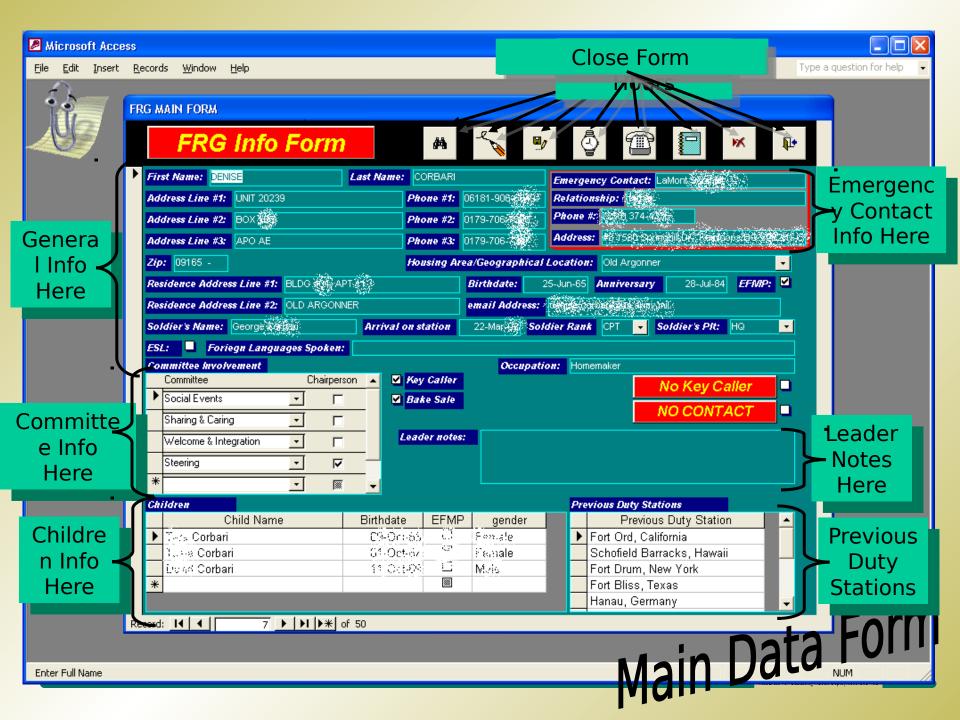
- Listen; let the person talk
- Be empathetic
- Work toward clarification
- Stick to the current issues
- Give specific referrals
- Tell them who will be contacted
- Maintain trust

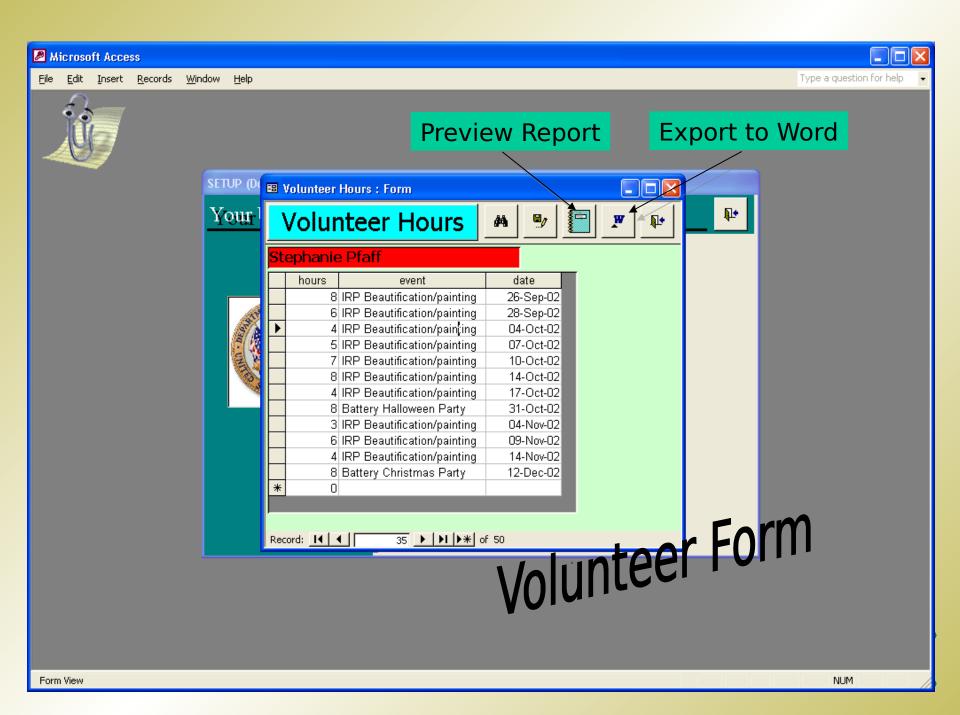


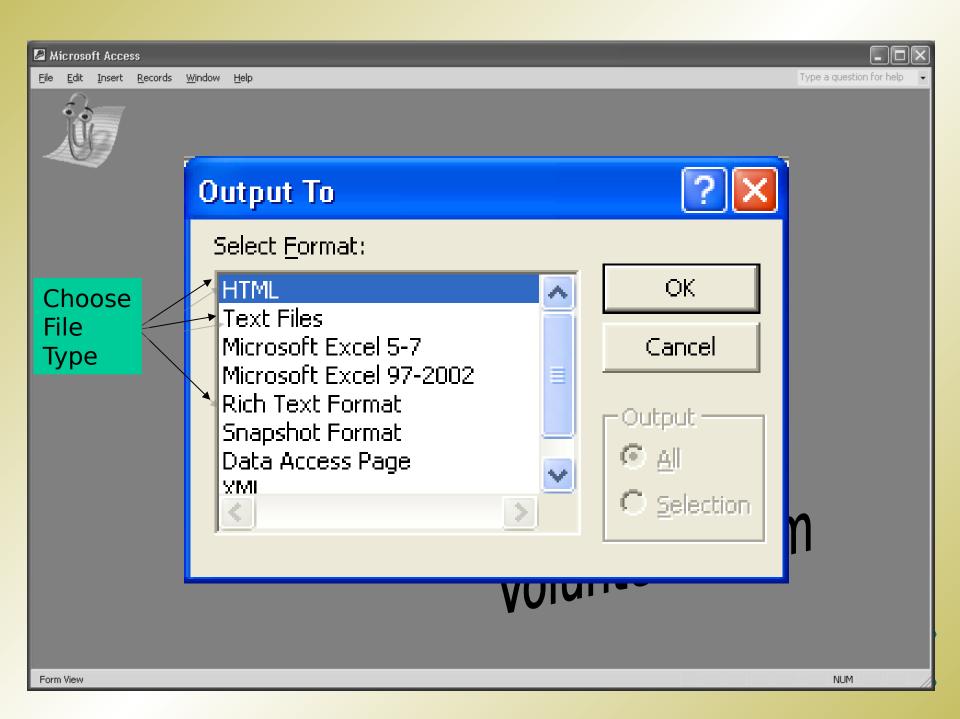


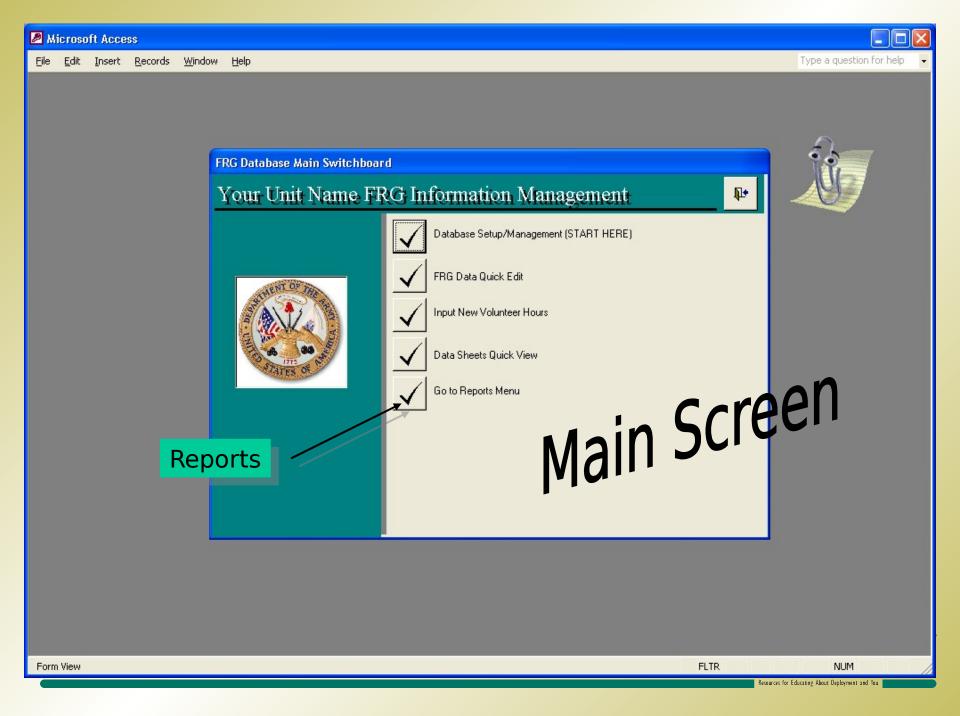










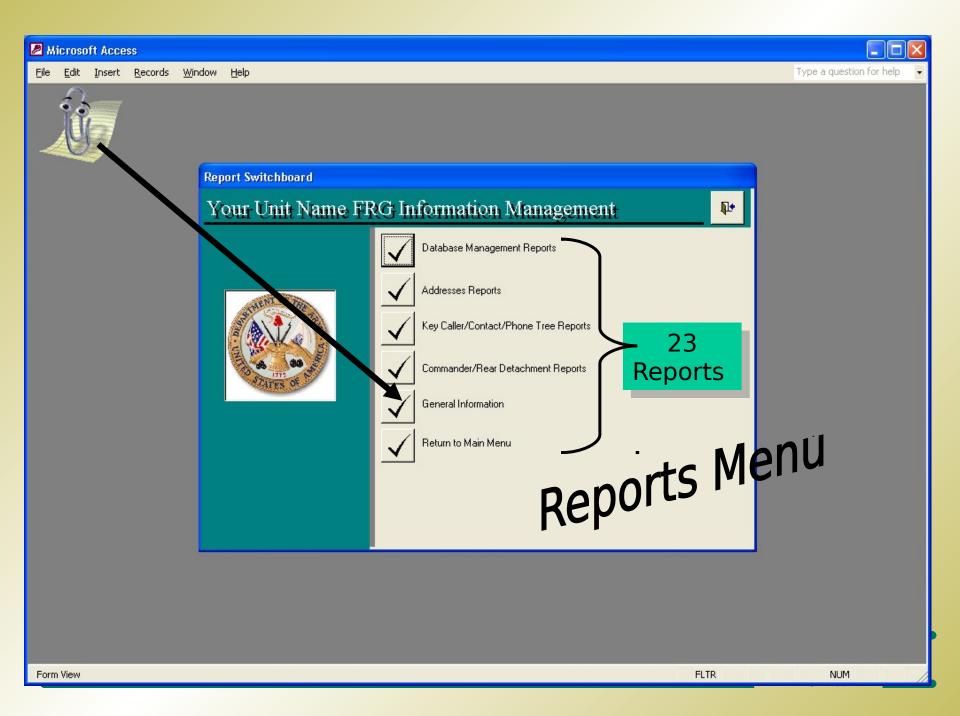


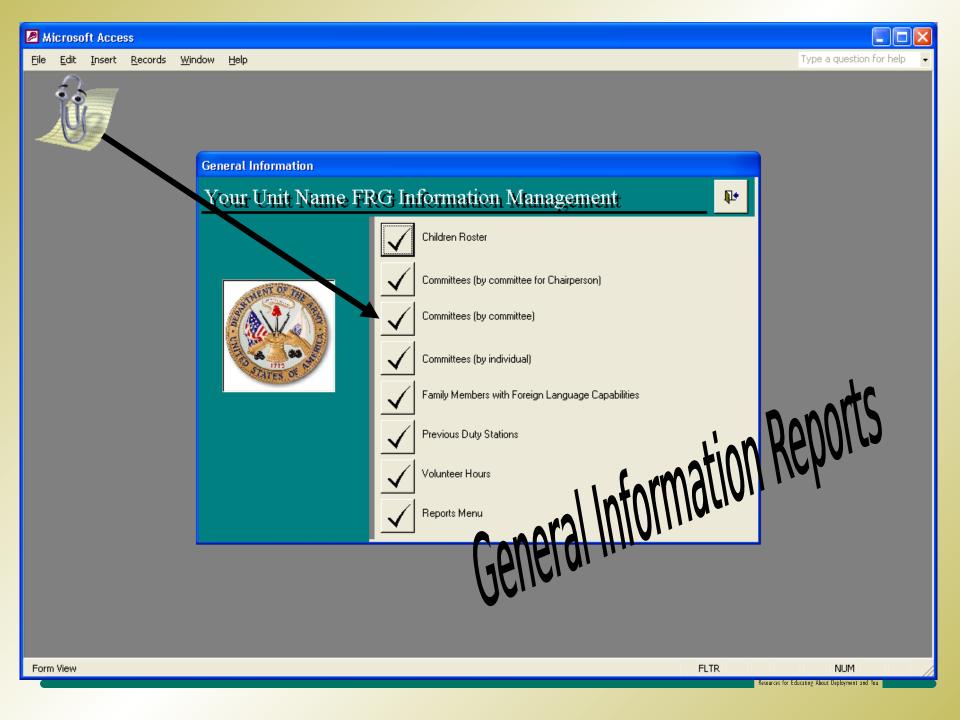
Reports

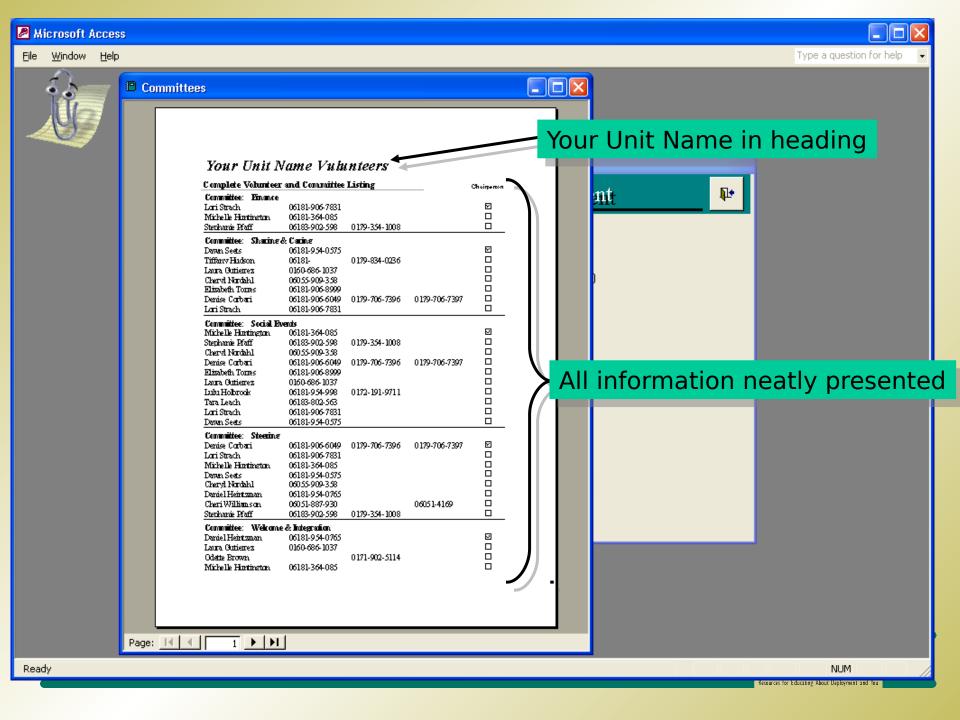
- Address Labels
- Addresses (mailing)
- Addresses (residence)
- Children Roster
- Committees (3)
- Contact Cards (2)
- Contact Information
- Email Addresses
- Emergency Contact

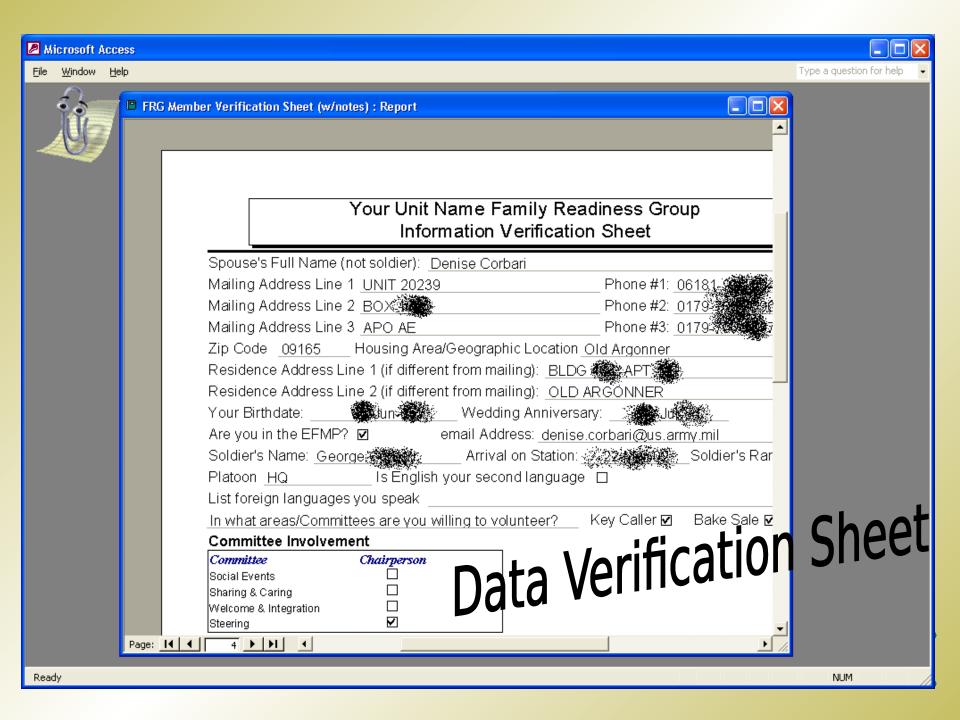
- Foreign Languages
- FRG Member
 Verification Sheet (2)
- Important Dates
- Members CONUS
- New Member Info Sheet
- Phone Tree (2)
- Previous Duty Stations
- Unit Information
- Volunteer Hours

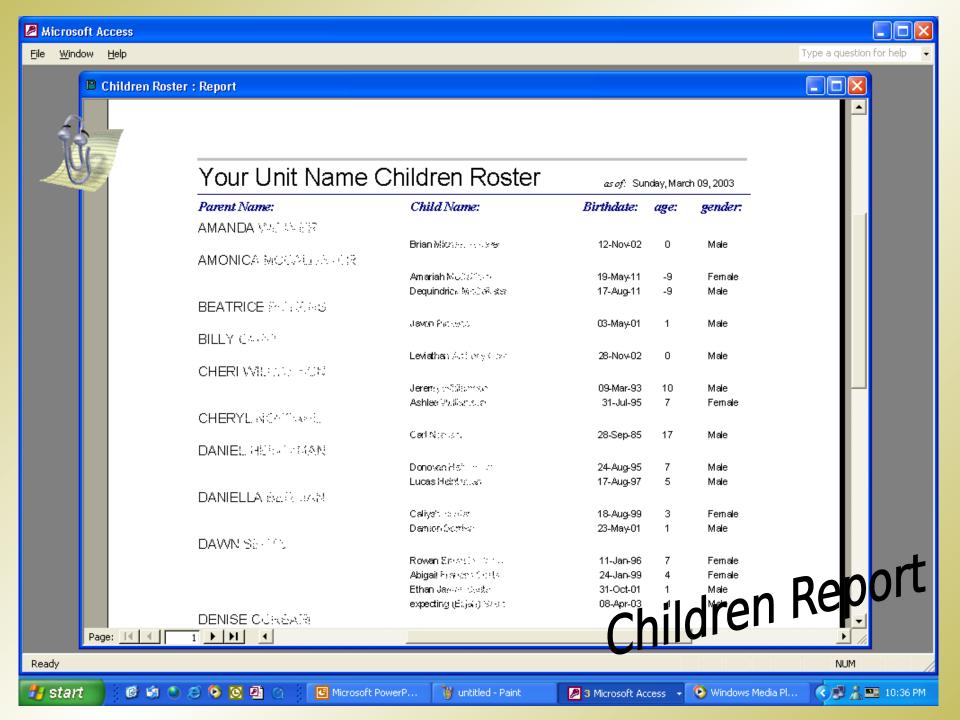


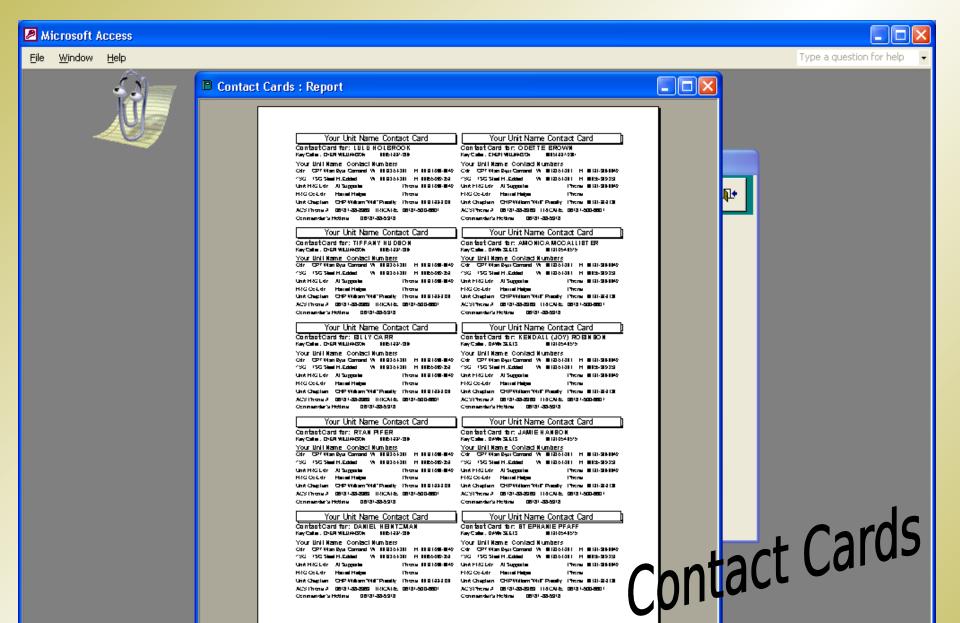








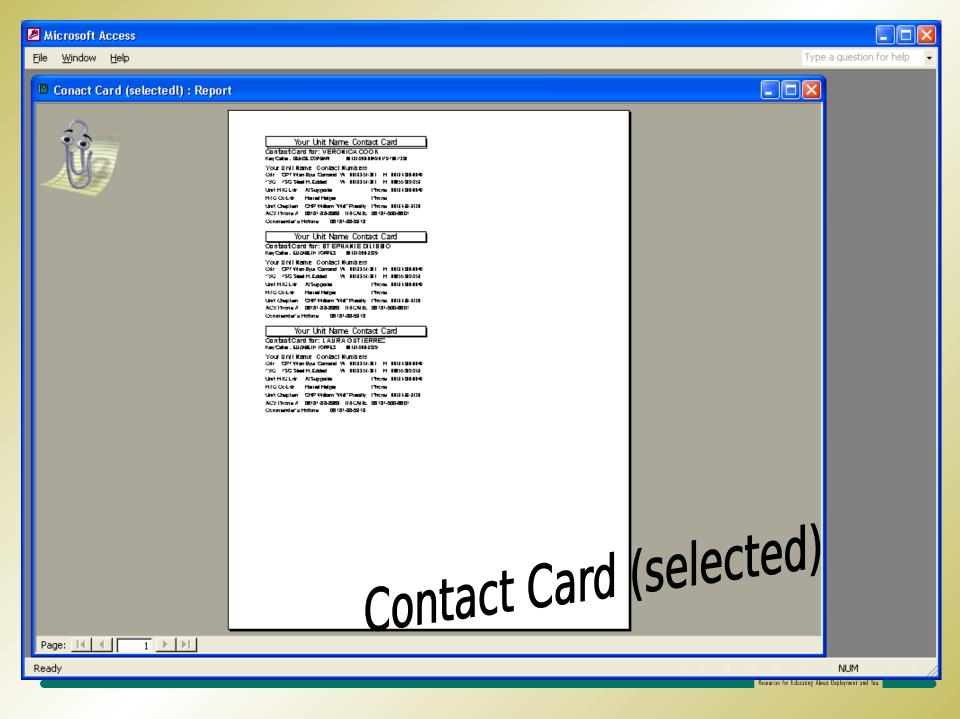


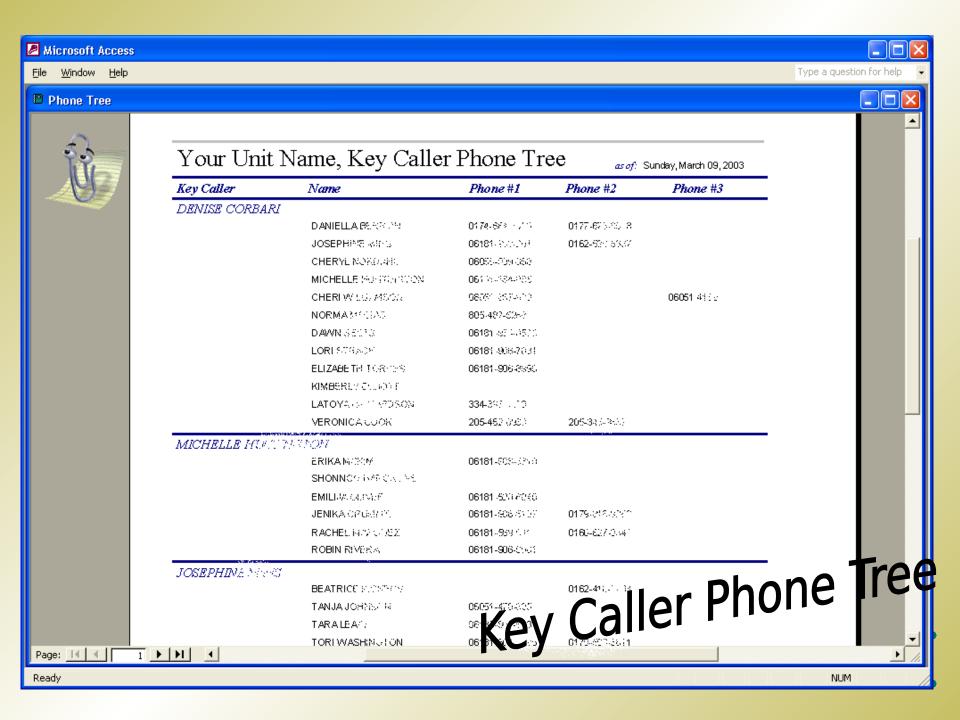


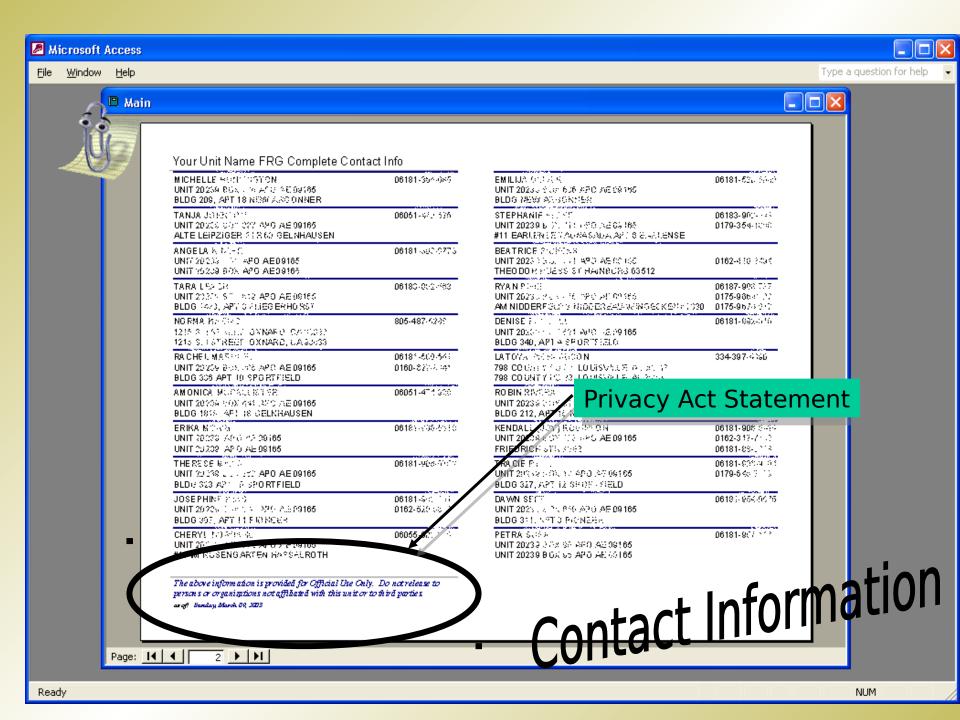
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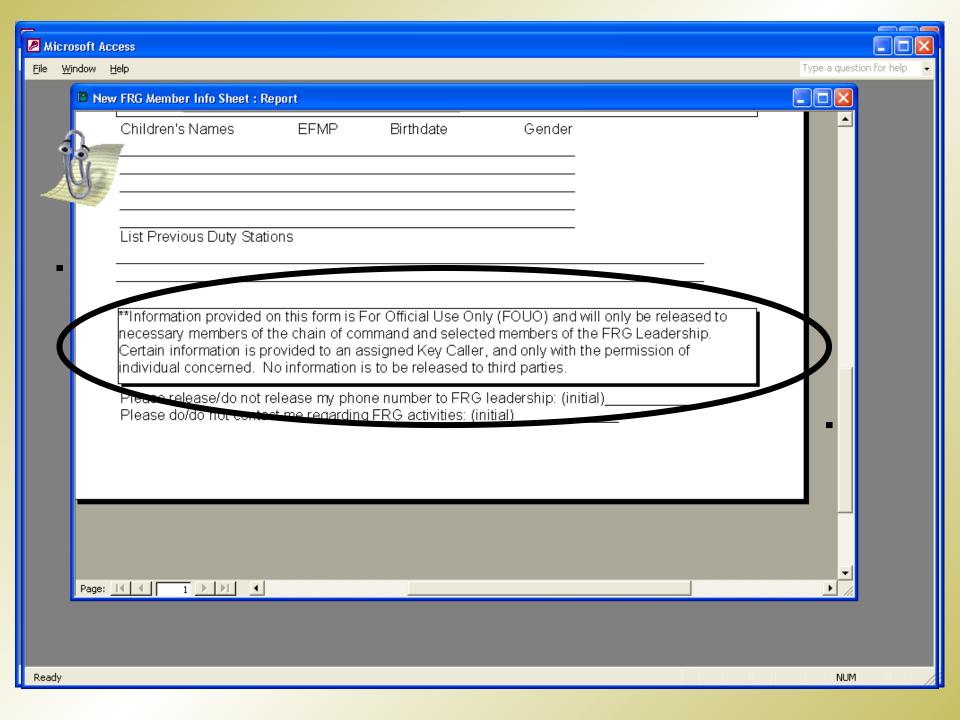
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Requirements

- Instructions are MS Word Format
- Database requires MS Access 2000 or later

